| **67. Measurement** | |
|---|---|
| Percent Out Of Service (OOS) < 24 Hours | |
| **Definition:** | |
| Percent of OOS trouble reports cleared in less than 24 hours. | |
| **Exclusions:** | |
| • Specials and Interconnection Trunks<br>• UNE Combos | |
| **Business Rules:** | |
| The close date minus the receive date must be 0 for it to count as a trouble report that was less than 24 hours. UNEs are selected based on a specific service code off of the circuit ID. All WFA trouble tickets are considered to be OSS. | |
| **Levels of Disaggregation:** | |
| • by "POTS like" loop (2-Wire Analog 8dB Loop) | |
| **Calculation:** | **Report Structure:** |
| (Count of UNE OOS trouble reports < 24 hours ÷ total number of UNE OOS trouble reports) * 100 | Reported for CLEC, CLECs and SWBT |
| **Benchmark:** | |
| Parity | |

| **68. Measurement** | |
|---|---|
| Percent Repeat Reports | |
| **Definition:** | |
| Percent of network customer trouble reports received within 30 calendar days of a previous customer report. | |
| **Exclusions:** | |
| • Specials and Interconnection Trunks<br>• UNE Combos | |
| **Business Rules:** | |
| A trouble report is counted if it flagged on WFA (Work Force Administration) that indicates it qualifies as a repeat report. A trouble report is only counted as a repeat once per original ticket. UNEs are selected based on a specific service code off of the circuit ID. | |
| **Levels of Disaggregation:** | |
| • UNEs contained in the UNE price schedule | |
| **Calculation:** | **Report Structure:** |
| Count of network customer trouble reports received within 30 calendar days of a previous customer report ÷ total network customer trouble reports) * 100 | Reported for CLEC, all CLECs and SWBT |
| **Benchmark:** | |
| Parity | |

# INTERCONNECTION TRUNKS

| **69. Measurement** | |
|---|---|
| Percent Trunk Blockage | |
| **Definition:** | |
| Percent of calls blocked on outgoing traffic from SWBT end office to CLEC end office and from SWBT tandem to CLEC end office | |
| **Exclusions:** | |
| • Excludes Weekends and Holidays | |
| **Business Rules:** | |
| | |
| **Levels of Disaggregation:** | |
| • The SWBT end office to CLEC end office and SWBT tandem to CLEC end office trunk blockage will be reported separately | |
| **Calculation:** | **Report Structure:** |
| (Count of blocked calls ÷ total calls offered) * 100 | Reported for CLEC, all CLECs and SWBT |
| **Benchmark:** | |
| Parity | |

| **70. Measurement** | |
|---|---|
| Common Transport Trunk Blockage | |
| **Definition:** | |
| Percent of local common transport trunk groups exceeding 2% blockage | |
| **Exclusions:** | |
| • Excludes Weekends and Holidays | |
| **Business Rules:** | |
| The clock starts and stops on the official study week that collects data for the month in which the reporting period is gathered. | |
| **Levels of Disaggregation:** | |
| • none | |
| **Calculation:** | **Report Structure:** |
| (Number of common transport trunk groups exceeding 2% blocking ÷ total common transport trunk groups) * 100 | Reported on local common transport trunk groups |
| **Benchmark:** | |
| Aggregate measurement, no benchmark required | |

| **71. Measurement** | |
|---|---|
| Distribution Of Common Transport Trunk Groups > 2%. | |
| **Definition:** | |
| A distribution of trunk groups exceeding 2% reflecting the various levels of blocking | |
| **Exclusions:** | |
| • none | |
| **Business Rules:** | |
| See Measurement # 70 | |
| **Levels of Disaggregation:** | |
| • none | |
| **Calculation:** | **Report Structure:** |
| The number of trunk groups exceeding 2% will be shown in histogram form based on the levels of blocking | Reported on local common transport trunk groups |
| **Benchmark:** | |
| Aggregate measurement, no benchmark required | |

| **72. Measurement** | |
|---|---|
| Percent Missed Due Dates – Interconnection Trunks | |
| **Definition:** | |
| Percent trunk order due dates missed on interconnection trunks. | |
| **Exclusions:** | |
| • Specials and UNE<br>• UNE Combos<br>• Excludes orders that are not N, T, or C | |
| **Business Rules:** | |
| The Due Date starts the clock. The Completion Date is the day that SWBT personnel complete the service order activity, which stops the clock. The source is WFA (Work Force Administration) and is at an item or circuit level. Interconnection trunks are selected based on a specific service code off of the circuit ID. | |
| **Levels of Disaggregation:** | |
| • none | |
| **Calculation:** | **Report Structure:** |
| (Count trunk order orders missed ÷ total trunk orders) * 100 | Reported for CLEC, all CLECs and SWBT |
| **Benchmark:** | |
| Parity | |

| **73. Measurement** | |
|---|---|
| Average Delay Days For Missed Due Dates – Interconnection Trunks | |
| **Definition:** | |
| Average calendar days from due date to completion date on company missed interconnection trunk orders | |
| **Exclusions:** | |
| • Specials and UNE<br>• UNE Combos<br>• Excludes orders that are not N, T, or C | |
| **Business Rules:** | |
| The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level. Interconnection Trunks are selected based on a specific service code off of the circuit ID. | |
| **Levels of Disaggregation:** | |
| • none | |
| **Calculation:** | **Report Structure:** |
| $\Sigma$ (Completion date – committed order due date) ÷ (# of completed trunk orders) | Reported for CLEC, all CLECs and SWBT for interconnection trunks |
| **Benchmark:** | |
| Parity | |

| **74. Measurement** | |
|---|---|
| Percent SWBT Caused Missed Due Dates > 30 Days – Interconnection Trunks | |
| **Definition:** | |
| Percent of N,T, and C orders where installation was completed greater than 30 days following the due date. | |
| **Exclusions:** | |
| • Specials and UNE<br>• UNE Combos<br>• Excludes orders that are not N, T, or C | |
| **Business Rules:** | |
| See Measurement # 73 | |
| **Levels of Disaggregation:** | |
| • none | |
| **Calculation:** | **Report Structure:** |
| (Count of interconnection trunk orders completed greater than 30 days following the due date, excluding customer caused misses ÷ total number of interconnection trunk orders) * 100 | Reported for CLEC, all CLECs and SWBT for interconnection trunk |
| **Benchmark:** | |
| Parity | |

| **75. Measurement** | |
|---|---|
| Average Trunk Restoration Interval – Interconnection Trunks | |
| **Definition:** | |
| Average time to repair interconnection trunks. | |
| **Exclusions:** | |
| • Specials and UNE<br>• UNE Combos | |
| **Business Rules:** | |
| The source is WFA (Work Force Administration) and is at an item or circuit level. Interconnection Trunks are selected based on the circuit being identified as a message type circuit. The actual duration field is used for the duration and only measured tickets are counted. | |
| **Levels of Disaggregation:** | |
| • none | |
| **Calculation:** | **Report Structure:** |
| Total trunk outage duration ÷ total trunk trouble reports | Reported for CLEC, all CLECs and SWBT |
| **Benchmark:** | |
| Parity | |

| **76. Measurement** | |
|---|---|
| Average Time to Restore Service Affecting Trunk Groups | |
| **Definition:** | |
| The average time to restore service affecting trunk groups. | |
| **Exclusions:** | |
| • Specials and UNE<br>• UNE Combos<br>• Cable Cuts<br>• Outages outside SWBT's contron | |
| **Business Rules:** | |
| Service affecting is defined as 20% of a trunk group out-of-service which causes trunk group blockage. The clock starts on receipt of a trouble ticket from the CLEC that identifies a service affecting condition. The clock stops after completion of work by SWBT. | |
| **Levels of Disaggregation:** | |
| • none | |
| **Calculation:** | **Report Structure:** |
| | Reported for CLEC, all CLECs and SWBT |
| **Benchmark:** | |
| Tandem trunk groups – 1 hour / Non-Tandem – 2 hours | |

| **77. Measurement** | |
|---|---|
| Average Interconnection Trunk Installation Interval | |
| **Definition:** | |
| The average time from receipt of a complete and accurate ASR until the completion of the trunk order. | |
| **Exclusions:** | |
| • SWBT originated CCNA's | |
| **Business Rules:** | |
| The clock starts on the receipt of a complete and accurate ASR and the clock stops on the completion date. The measurement is taken for all ASRs that complete in the reporting period. | |
| **Levels of Disaggregation:** | |
| • Interconnection Trunks, SS7 links, OS/DA and 911 trunks | |
| **Calculation:** | **Report Structure:** |
| $\Sigma$(completion date of the trunk order - receipt of complete and accurate ASR) ÷ total trunk orders | Reported by CLEC, all CLECs and comparable SWBT trunks |
| **Benchmark:** | |
| Parity | |

# DIRECTORY ASSISTANCE (DA) AND OPERATOR SERVICES (OS)

| **78. Measurement** | |
|---|---|
| Directory Assistance Grade Of Service | |
| **Definition:** | |
| Percent of directory assistance calls answered < 1.5, < 2.5, > 7.5, > 10.0, > 15.0 , > 20.0, and > 25.0 seconds | |
| **Exclusions:** | |
| • none | |
| **Business Rules:** | |
| The clock starts when the customer enters the queue and the clock stops when a SWBT representative answers the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the SWBT call management system queue until the CLEC customer call is transferred to SWBT personnel assigned to handling CLEC calls for assistance during hours of operation. Calls are categorized into the above bands to determine the % of calls that were answered within "x" seconds. | |
| **Levels of Disaggregation:** | |
| • none | |
| **Calculation:** | **Report Structure:** |
| Calls answered within "x" seconds ÷ total calls answered | Reported for the aggregate of SWBT and CLECs |
| **Benchmark:** | |
| Aggregate measurement, no benchmark required | |

| **79. Measurement** | |
|---|---|
| Directory Assistance Average Speed Of Answer | |
| **Definition:** | |
| The average time a customer is in queue. | |
| **Exclusions:** | |
| • none | |
| **Business Rules:** | |
| The clock starts when the customer enters the queue and the clock stops when a SWBT representative answers the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the SWBT call management system queue until the CLEC customer call is transferred to SWBT personnel assigned to handling CLEC calls for assistance during hours of operation. | |
| **Levels of Disaggregation:** | |
| • none | |
| **Calculation:** | **Report Structure:** |
| Total queue time ÷ total calls | Reported for the aggregate of SWBT and CLECs |
| **Benchmark:** | |
| Aggregate measurement, no benchmark required | |

| **80. Measurement** | |
|---|---|
| Operator Services Grade Of Service | |
| **Definition:** | |
| Percent of operator services calls answered < 1.5, < 2.5, > 7.5, > 10.0, > 15.0, > 20.0, and > 25.0 seconds | |
| **Exclusions:** | |
| • none | |
| **Business Rules:** | |
| The clock starts when the customer enters the queue and the clock stops when a SWBT representative answers the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the SWBT call management system queue until the CLEC customer call is transferred to SWBT personnel assigned to handling CLEC calls for assistance during hours of operation. Calls are categorized into the above bands to determine the % of calls that were answered within "x" seconds. | |
| **Levels of Disaggregation:** | |
| • none | |
| **Calculation:** | **Report Structure:** |
| Calls answered within "x" seconds ÷ total calls answered | Reported for the aggregate of SWBT and CLECs |
| **Benchmark:** | |
| Aggregate measurement, no benchmark required | |

| **81. Measurement** | |
|---|---|
| Operator Services Speed Of Answer | |
| **Definition:** | |
| The average time a customer is in queue. | |
| **Exclusions:** | |
| • none | |
| **Business Rules:** | |
| The clock starts when the customer enters the queue and the clock stops when a SWBT representative answers the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the SWBT call management system queue until the CLEC customer call is transferred to SWBT personnel assigned to handling CLEC calls for assistance during hours of operation. | |
| **Levels of Disaggregation:** | |
| • none | |
| **Calculation:** | **Report Structure:** |
| Total queue time ÷ total calls. | Reported for the aggregate of SWBT and CLECs |
| **Benchmark:** | |
| Aggregate measurement, no benchmark required | |

| **82. Measurement** | |
|---|---|
| Percent Calls Abandoned | |
| **Definition:** | |
| The percent of calls where the customer hangs up while the call is in queue. | |
| **Exclusions:** | |
| • Test calls | |
| **Business Rules:** | |
| The clock runs on a 24 hour cycle starting at 6:00am and ending at 6:00am. This measurement determines the amount of calls that were abandoned against the number of operator positions during the reporting period in quarter hour intervals. | |
| **Levels of Disaggregation:** | |
| • none | |
| **Calculation:** | **Report Structure:** |
| (Number of calls abandoned ÷ number of operator positions requested) * 100 | Reported for CLEC and SWBT in the aggregate |
| **Benchmark:** | |
| Aggregate measurement, no benchmark required | |

| **83. Measurement** | |
|---|---|
| Percent Calls Deflected | |
| **Definition:** | |
| The percent of calls that are received and are unable to be placed in queue | |
| **Exclusions:** | |
| • Test calls | |
| **Business Rules:** | |
| The clock runs on a 24 hour cycle starting at 6:00am and ending at 6:00am. This measurement determines the amount of calls that are received and deflected to a recording rather than being placed in queue against the number of operator positions during the reporting period in quarter hour intervals. | |
| **Levels of Disaggregation:** | |
| • none | |
| **Calculation:** | **Report Structure:** |
| (Number of calls deflected ÷ number of operator positions requested) * 100 | Reported for CLEC and SWBT in the aggregate |
| **Benchmark:** | |
| Aggregate measurement, no benchmark required | |

| **84. Measurement** | |
|---|---|
| Average Work Time | |
| **Definition:** | |
| The average number of seconds an operator spends handling a customer's request for assistance in obtaining a telephone number, placing a call at the customer's request or in a position busy state. | |
| **Exclusions:** | |
| • Test calls | |
| **Business Rules:** | |
| The clock starts when a customer connects to an operator position and stops when the operator position releases the customer after serving his/her request. | |
| **Levels of Disaggregation:** | |
| • none | |
| **Calculation:** | **Report Structure:** |
| $\Sigma$ (Time operator position releases customer – time customer connects to an operator position) ÷ calls | Reported for CLEC and SWBT in the aggregate |
| **Benchmark:** | |
| Aggregate measurement, no benchmark required | |

| **85. Measurement** | |
|---|---|
| Non-Call Busy Work Volumes | |
| **Definition:** | |
| The amount of time in CCS (Centum Call Second) that an operator has placed their position in make busy or in a position busy state. | |
| **Exclusions:** | |
| • Test calls<br>• When an operator is talking to a customer and places the position in a busy state to gather information is excluded from this measurement | |
| **Business Rules:** | |
| The clock starts when the operator's last customer hangs up (position is placed in busy state) and the clock stops when a call is answered (position is removed from busy state). | |
| **Levels of Disaggregation:** | |
| • none | |
| **Calculation:** | **Report Structure:** |
| $\Sigma$(Time operator placed position in busy state - time operator removed position from busy state) | Reported for CLEC and SWBT in the aggregate |
| **Benchmark:** | |
| Aggregate measurement, no benchmark required | |

# INTERIM NUMBER PORTABILITY (INP)

| **86. Measurement** | |
|---|---|
| Percent Install in 3, 7, 10 Days | |
| **Definition:** | |
| Percent installations completed within "x" (3, 7, 10) business days. | |
| **Exclusions:** | |
| • Excludes customer caused misses<br>• Excludes customer requested due dates greater than "x" (3, 7, 10) business days<br>• Excludes Weekends and Holidays | |
| **Business Rules:** | |
| The Application Date is the day that the customer initiated the service request. The Completion Date is the day that SWBT personnel complete the service order activity. The orders are flagged as INP by USOC codes on the order. | |
| **Levels of Disaggregation:** | |
| • none | |
| **Calculation:** | **Report Structure:** |
| Total INP orders installed within "x" (3, 7, 10) business days ÷ total INP orders | Reported for CLEC and all CLECs |
| **Benchmark:** | |
| 90% within "X" business days | |

| **87. Measurement** | |
|---|---|
| Average INP Installation Interval | |
| **Definition:** | |
| Average business days from application date to completion date for INP orders. | |
| **Exclusions:** | |
| • Excludes customer requested due dates greater than the SWBT standard interval | |
| **Business Rules:** | |
| See Measurement # 86 | |
| **Levels of Disaggregation:** | |
| • none | |
| **Calculation:** | **Report Structure:** |
| (Total business days from application to completion date for INP orders ÷ total INP orders) * 100 | Reported for CLEC and all CLECs |
| **Benchmark:** | |
| See measurement 85 | |

| **88. Measurement** | |
|---|---|
| Percent INP I-Reports in 30 Days | |
| **Definition:** | |
| Percent of INP N,T, C orders that receive a network customer trouble report. | |
| **Exclusions:** | |
| • Excludes customer provided equipment (CPE) or wiring within 30 calendar days of service order completion<br>• Excludes subsequent reports and all disposition "13" reports (excludable reports) | |
| **Business Rules:** | |
| A trouble report is counted if it is flagged in LMOS as a trouble report that had a service completion within 30 days. The tickets are flagged as INP by matching the telephone number and order number against an order that is marked as INP based on the USOC codes on the order. | |
| **Levels of Disaggregation:** | |
| • none | |
| **Calculation:** | **Report Structure:** |
| (Count of INP N,T,C orders that receive a network customer trouble report within 30 calendar days of service order completion ÷ total INP N,T,C orders (excludes trouble reports received on the due date)) * 100 | Reported for CLEC and all CLECs |
| **Benchmark:** | |
| Parity | |

| **89. Measurement** | |
|---|---|
| Percent Missed Due Dates | |
| **Definition:** | |
| Percent of INP N,T,C orders where installations are not completed by the negotiated due date. | |
| **Exclusions:** | |
| • Excludes customer caused misses | |
| **Business Rules:** | |
| The Due Date starts the clock. The Completion Date is the day that SWBT personnel complete the service order activity, which stops the clock. | |
| **Levels of Disaggregation:** | |
| • none | |
| **Calculation:** | **Report Structure:** |
| (Count of INP N,T,C orders with missed due dates excluding customer caused misses ÷ total number of INP N,T,C orders ) *100 | Reported for CLEC and all CLECs |
| **Benchmark:** | |
| Parity | |

# 911

| 90. Measurement | |
|---|---|
| Average Time To Clear Errors | |
| **Definition:** | |
| The average time it takes to clear an error after it is detected during the processing of the 911 database file. This is only on resale or UNE loop and port combination orders that SWBT installs. | |
| **Exclusions:** | |
| • none | |
| **Business Rules:** | |
| The clock starts upon the receipt of the error file and the clock stops when the error is corrected. | |
| **Levels of Disaggregation:** | |
| • none | |
| **Calculation:** | **Report Structure:** |
| Σ(Date and time error detected - date and time error cleared) ÷ total number of errors | Reported for CLEC, all CLECs and SWBT |
| **Benchmark:** | |
| Parity | |

| 91. Measurement | |
|---|---|
| Average Time Required to Update 911 Database (Facility Based Providers) | |
| **Definition:** | |
| The average time it takes to update the 911 database file. | |
| **Exclusions:** | |
| • none | |
| **Business Rules:** | |
| The clock starts on the date/time when the data processing starts and the clock stops on the date/time when the data processing is complete. | |
| **Levels of Disaggregation:** | |
| • none | |
| **Calculation:** | **Report Structure:** |
| Σ(Date and time data processing begins - date and time data processing ends) ÷ total number of files | Reported for individual CLEC, all CLECs and SWBT |
| **Benchmark:** | |
| Parity | |

# POLES, CONDUIT AND RIGHTS OF WAY

| **92. Measurement** | |
|---|---|
| Percent of requests processed within 35 Days | |
| **Definition:** | |
| The percent of requests for access to poles, conduits, and right-of-ways processed within 35 days. | |
| **Exclusions:** | |
| • none | |
| **Business Rules:** | |
| The clock starts upon the receipt date of the application for access to poles, conduits and right-of-ways and the clock stops upon response date of the application granting or denying access to poles, conduits and right-of-ways. | |
| **Levels of Disaggregation:** | |
| • none | |
| **Calculation:** | **Report Structure:** |
| (count of number of requests processed within 35 days ÷ total number of requests) * 100 | Reported for individual CLEC and all CLECs. SWBT's |
| **Benchmark:** | |
| 90% within 35 days | |

| **93. Measurement** | |
|---|---|
| Average Days Required to Process a Request | |
| **Definition:** | |
| The average time it takes to process a request for access to poles, conduits, and right-of-ways | |
| **Exclusions:** | |
| • none | |
| **Business Rules:** | |
| See Measurement # 92 | |
| **Levels of Disaggregation:** | |
| • none | |
| **Calculation:** | **Report Structure:** |
| Σ(Date request returned to CLEC - date request received from CLEC) ÷ total number of requests | Reported for individual CLEC and all CLECs. |
| **Benchmark:** | |
| See measurement 90 | |

# COLLOCATION

| **94. Measurement** | |
|---|---|
| Percent Missed Collocation Due Dates | |
| **Definition:** | |
| The percent of SWBT caused missed due dates for Physical Collocation projects. | |
| **Exclusions:** | |
| • none | |
| **Business Rules:** | |
| The clock starts when SWBT receives 50% payment and return of proposed layout for space as specified in the application form from the CLEC and the clock stops when the collocation cage is complete and ready for CLEC occupancy. Due Date Extensions will be extended when mutually agreed to by SWBT and the CLEC, or when a CLEC fails to complete work items for which they are responsible in the allotted time frame. The extended due date will be calculated by adding to the original due date the number of calendar days that the CLEC was late in performing said work items. Work items include but are not limited to:<br>• CLEC return to SWBT corrected and complete floor plan drawings<br>• CLEC placement of required component(s) | |
| **Levels of Disaggregation:** | |
| • none | |
| **Calculation:** | **Report Structure:** |
| (count of number of SWBT caused missed due dates for physical collocation facilities ÷ total number of physical collocation projects) * 100 | Reported for individual CLEC and all CLECs |
| **Benchmark:** | |
| Under development | |

| **95. Measurement** | |
|---|---|
| Average Delay Days Caused by SWBT to complete physical Collocation Facilities | |
| **Definition:** | |
| The average delay days caused by SWBT to complete physical collocation facilities. | |
| **Exclusions:** | |
| • none | |
| **Business Rules:** | |
| See Measurement # 94 | |
| **Levels of Disaggregation:** | |
| • none | |
| **Calculation:** | **Report Structure:** |
| Σ(Date collocation work completed - date CLEC agrees to collocation work) ÷ total number collocation projects | Reported for individual CLEC and all CLECs by active and non-active |
| **Benchmark:** | |
| Under development | |

| **96. Measurement** | |
|---|---|
| Percent of requests processed within 35 Business Days | |
| **Definition:** | |
| The percent of requests for collocation facilities processed within 35 business days. | |
| **Exclusions:** | |
| • Excludes Weekends & Holidays | |
| **Business Rules:** | |
| The clock starts when SWBT (ICSC) receives the application. The clock stops when SWBT responds back to the application request with a quote. | |
| **Levels of Disaggregation:** | |
| • none | |
| **Calculation:** | **Report Structure:** |
| (count of number of requests processed within 35 days ÷ total number of requests) * 100 | Reported for individual CLEC and all CLECs |
| **Benchmark:** | |
| 90% within 35 business days | |

# DIRECTORY ASSISTANCE DATABASE

| **97. Measurement** | |
|---|---|
| Percent of updates into the DA Database within 72 Hours | |
| **Definition:** | |
| The percent of DA database updates completed within 72 hours of receipt of the update from the CLEC. | |
| **Exclusions:** | |
| • Excludes Weekends and Holidays | |
| **Business Rules:** | |
| The date and time stamp on FAX updates starts the clock and the date and time when the listing is updated stops the clock. The update clerks work hours are 6:30 a.m. to 3:00 p.m. M-F. On requests received after 3:00 p.m. the clock will start at 6:30 a.m. the following day. | |
| **Levels of Disaggregation:** | |
| • none | |
| **Calculation:** | **Report Structure:** |
| (Count of updates completed within 72 hours ÷ total updates) * 100 | Reported by CLEC and all CLECs for facility based providers |
| **Benchmark:** | |
| 95% updated within 72 hours | |

| **98. Measurement** | |
|---|---|
| Average Update Interval for DA Database | |
| **Definition:** | |
| The average update interval for DA database changes for facility based CLECs. | |
| **Exclusions:** | |
| • none | |
| **Business Rules:** | |
| See Measurement # 97 | |
| **Levels of Disaggregation:** | |
| • none | |
| **Calculation:** | **Report Structure:** |
| $\Sigma$ (8:00 a.m. of the day following the input into the LSS database - Time update received from CLEC) ÷ total updates | Reported by CLEC and all CLECs for facility based providers |
| **Benchmark:** | |
| See measurement 97 | |

| **99. Measurement** | |
|---|---|
| Percent DA Database Accuracy For Manual Updates | |
| **Definition:** | |
| The percent of DA records that were updated by SWBT in error. The data required to calculate this measurement will be provided by the CLEC. The CLEC will provide the number of records transmitted and the errors found. SWBT will verify the records determined to be in error to validate that the records were input by SWBT incorrectly. | |
| **Exclusions:** | |
| • none | |
| **Business Rules:** | |
| See Measurement # 97 | |
| **Levels of Disaggregation:** | |
| • none | |
| **Calculation:** | **Report Structure:** |
| (Number of SWBT caused update errors ÷ Total number of updates) *100 | Reported by CLEC and all CLECs for facility based providers |
| **Benchmark:** | |
| 97% | |

## COORDINATED CONVERSIONS

| **100. Measurement** | |
|---|---|
| Percent Pre-mature Disconnects (Coordinated Cutovers) | |
| **Definition:** | |
| Percent of coordinated cutovers where SWBT prematurely disconnects the customer prior to the scheduled conversion (before 3:00pm only). | |
| **Exclusions:** | |
| • none | |
| **Business Rules:** | |
| The clock starts on the scheduled frame time and the clock stops on the completion of SWBT work and acceptance by the CLEC. | |
| **Levels of Disaggregation:** | |
| • none | |
| **Calculation:** | **Report Structure:** |
| Count of prematurely disconnected customers ÷ total coordinated conversion customers) * 100 | Reported by CLEC and all CLECs disaggregated by INP and INP with UNE loop |
| **Benchmark:** | |
| ≤ 5% | |

| **101. Measurement** | |
|---|---|
| Percent SWBT caused delayed Coordinated Cutovers | |
| **Definition:** | |
| Percent of SWBT caused late coordinated cutovers in excess of 30 minutes (before 3:00pm only). | |
| **Exclusions:** | |
| • none | |
| **Business Rules:** | |
| The clock starts on the scheduled frame time and the clock stops on the completion of SWBT work and acceptance by the CLEC. | |
| **Levels of Disaggregation:** | |
| • none | |
| **Calculation:** | **Report Structure:** |
| (Count of SWBT caused late coordinated cutovers in excess of 30 minutes ÷ total coordinated cutovers) * 100 | Reported by CLEC and all CLECs disaggregated by INP and INP with UNE loop |
| **Benchmark:** | |
| ≤ 5% | |

| **102. Measurement** | |
|---|---|
| Percent Missed Mechanized INP Conversions | |
| **Definition:** | |
| Percent of mechanized INP conversions not loaded in the switch within 30 minutes of the scheduled due time. | |
| **Exclusions:** | |
| • none | |
| **Business Rules:** | |
| The clock starts on the Due Date and Frame Due Time and the clock stops on the Switch Date and Time within 30 minutes of the scheduled due time on either side. | |
| **Levels of Disaggregation:** | |
| • none | |
| **Calculation:** | **Report Structure:** |
| (Count of mechanized INP conversions not loaded in the switch within 30 minutes of scheduled due time (Frame Due Time)) ÷ total mechanized INP conversions) * 100 | Reported by CLEC and all CLECs. |
| **Benchmark:** | |
| ≤ 5% | |

# NXX

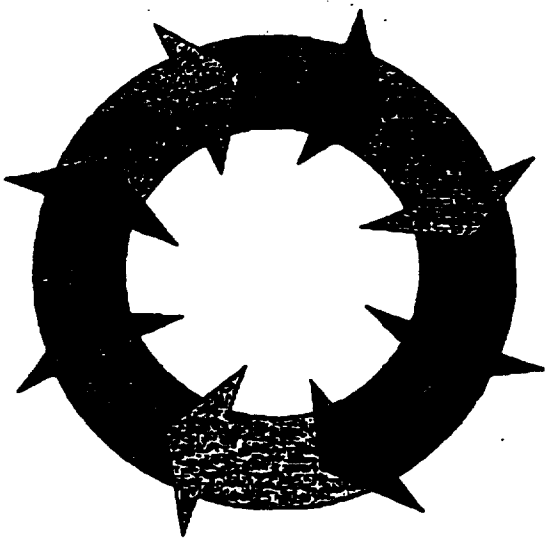
| 103. Measurement | |
|---|---|
| Percent NXXs loaded and tested prior to the LERG effective date | |
| **Definition:** | |
| The percent of NXXs loaded and tested prior to the LERG effective date. | |
| **Exclusions:** | |
| • Excludes Weekends and Holidays | |
| **Business Rules:** | |
| Data for the initial NXX(s) in a local calling area will be based on the LERG effective date or completion of the initial interconnection trunk group(s), whichever is longer. Data for additional NXXs in the local calling area will be based on the LERG effective date. | |
| **Levels of Disaggregation:** | |
| • none | |
| **Calculation:** | **Report Structure:** |
| (Count of NXXs loaded and tested by LERG date ÷ total NXXs loaded and tested) * 100 | Reported by CLEC, all CLECs and SWBT |
| **Benchmark:** | |
| Parity | |

| 104. Measurement | |
|---|---|
| Average Delay Days for NXX Loading and Testing | |
| **Definition:** | |
| Average calendar days from due date to completion date on company missed NXX orders. | |
| **Exclusions:** | |
| • none | |
| **Business Rules:** | |
| See Measurement #103 | |
| **Levels of Disaggregation:** | |
| • none | |
| **Calculation:** | **Report Structure:** |
| Σ(Completion Date - LERG date) ÷ (number of orders) | Reported for CLEC, all CLECs and SWBT |
| **Benchmark:** | |
| Parity | |

| **105. Measurement** | |
|---|---|
| Mean Time to Repair | |
| **Definition:** | |
| Average calendar days from due date to completion date on company missed NXX orders. | |
| **Exclusions:** | |
| • none | |
| **Business Rules:** | |
| See Measurement # 103 | |
| **Levels of Disaggregation:** | |
| • none | |
| **Calculation:** | **Report Structure:** |
| Σ(Completion Date - LERG date) ÷ (number of orders) | Reported for CLEC, all CLECs and SWBT |
| **Benchmark:** | |
| Parity | |

# SWBT
# Competitive Local Exchange Carrier (CLEC)

# EDI/LSR
# Change Control Process



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## I. SCOPE

The purpose of this document is to overview SWBT's Change Control process for notification of changes to SWBT's Electronic Data Interchange (EDI) Gateway and Local Service Request (LSR) usage requirements. This process identifies how SWBT will notify CLECs of changes and provides for the identification and resolution of CLEC issues. This process includes changes affecting the EDI interface that impact CLEC programming and those changes that will not require the CLECs to alter their current programming. The document is limited to the ordering process for local services via the EDI interface. This includes changes to the EDI interface that may be directed by various industry bodies (OBF, TCIF/EDI, ECIC, etc.). In summary, SWBT's EDI/LSR Change Control Process provides a formal process between SWBT and CLECs to address the following:

**Recognizes Process Differences For**

- Changes required to be made by the CLEC to meet the SWBT conversion dates. For Example:
  - Adding/Deleting Required & Conditional Fields
  - Changing Optional Fields To Required Conditional
  - Changing a field that is Not Required to Required/Conditional
  - Adding/Deleting valid field entries.
- Changes which may be made at the CLECs option on or after SWBT's conversion date. For Example:
  - Adding Optional Fields
  - Changing Required/Conditional or Not Required Fields To Optional

**CLEC Notification Of SWBT EDI/LSR Changes**

- SWBT Implementation of Industry Initiated Changes
- SWBT Initiated Changes
- Two Notifications To CLECs (Initial & Final) For Changes required to be made by the CLEC to meet the SWBT conversion dates.
  - Initial Provides Intent Of SWBT Changes
  - Final Provides Specific LSOR & EDI Requirements and Implementation Release Date
- Final Notification Of Changes which may be made at the CLECs option on or after SWBT's conversion date.

**Identification & Documentation Of CLEC Concerns**

- Opportunity Following Every Notification
- 14 Calendar Day Interval For CLECs To Respond To SWBT
- Including Concerns Surrounding
  - Implementation Dates
  - SWBT LSR Usage Rules

**Documentation Of SWBT Reply**

- 14 Calendar Day Interval For SWBT To Respond To CLECs

**EDI Interface Testing**

**Emergency Situations**

**Changes To The Document**

## II. OBF & TCIF/EDI ALIGNMENT

SWBT's Change Control process addresses changes resulting from OBF issues. However, it is not intended to circumvent SWBT's nor the CLEC's responsibilities to manage changes to the LSR through the OBF.

To better align the two processes (OBF & TCIF/EDI) and improve the coordination of the release content and packaging, a common release schedule for the OBF LSR releases (LSOG) and the EDI releases should be established. As a result, SWBT has submitted an issue before the OBF to establish such a process. Once an industry guideline is developed to establish national conversion dates, which may reflect single or multiple versions, for LSOG and EDI conversions, that process will be incorporated into this document.

Non-EDI affecting OBF issues or changes would also be included as part of a common release schedule. As of now, the actual timeline and packaging of the issues has not been resolved by these two organizations.

SWBTs EDI/LSR Change Control Process adheres to OBF LSOG Usage Definitions as follows:

- Required - is defined as the field must be populated. Data is edited.
- Optional - is defined as the field may or may not be populated. Some optional fields may be required in specific scenarios based on business or product requirements. If data is entered it will be edited.
- Prohibited - is defined as the field should not be populated. If data is entered a reject notification will be sent.
- Conditional - is defined as the field is dependent upon the relationship to another entry as specified in the usage statement and is dependent upon the presence, absence or combination of other data entries.
- Not Required - is defined as not required or not applicable in a scenario. If the data is entered, it must be valid and will be edited.

## III. CHANGES REQUIRED TO BE MADE BY THE CLEC TO MEET THE SWBT CONVERSION DATE

This process addresses all EDI/LSR changes that would require the CLEC to make programming changes affecting the EDI Interface. SWBT will work with the CLECs in good faith to implement these changes in the most effective manner possible.

The process includes four type of releases:

Industry - these releases result from OBF/TCIF EDI directed changes. SWBT will establish a Conversion Date for these releases, targeted at 120 calendar days or an interval agreed upon by all parties, following SWBT's Final Notification period to the CLECs. The Final Notification period will include SWBT's Reply to CLEC Responses. In accordance with Section II of this document, when industry guidelines are developed to establish a common OBF/TCIF schedule which coordinates a closed LSOG Version with a completed implementation mapping (i.e. EDI Release), this process will be modified accordingly.

Scheduled - quarterly releases that may be required for enhancements not related to industry issues. Four quarterly release windows will be set annually. The interval of time between the Final Notification and the Conversion Date (within the release window) will be determined by the scope of the release content. CLECs will have the same opportunity to comment with issues per the CLEC Response process.

Mandated - releases to meet specific requirements of federal and state commission directed mandates (flow-through requirements, Texas PUC Implementation Matrix, etc.).

Emergency - unscheduled releases to fix problems with the interface that impede or halt the ordering process.

The industry objective has traditionally been to issue Industry changes to the ordering interface twice a year. Wherever possible, Industry and Scheduled releases will be combined into a release in order to make efficient use of resources. The release should be bounded by a specific implementation date.

**<u>These include, but are not limited to:</u>**
EDI Releases
Adding a required or conditional field.
Changing LSR field usage from optional or conditional to required.
Deleting a field to replace it with another field.

## OVERVIEW

### Issue Acceptance

As issues are accepted at the Ordering and Billing Forum (OBF) or internal change requests are submitted, the SWBT representatives to the OBF Telecommunications Ordering Requirements (TOR) committee will log them.

The requests will be reviewed by SWBT to determine the SWBT LSR Usage requirements.

SWBT OBF TOR representatives will continue to internally track the issues from their introduction and acceptance through Final Closure or Request resolution.

SWBT will monitor compliance to contract and OBF/EDI implementation commitments as well as track for adequate notification of systems changes to the CLECs. Notification time frames may vary depending on the scope of the changes in the release.

These issues/requests are reviewed internally in order to define the preliminary LSR usage requirements for SWBT. SWBT is responsible for defining LSR Usage requirements according to SWBT business processes in accordance with applicable OBF LSR Guidelines and to facilitate mechanized flow-through within SWBT systems. SWBT will also establish a projected date for the implementation of the new Version/Release changes.

SWBT anticipates concurrence and use of OBF Guidelines, however SWBT reserves its right on how to incorporate applicable LSR Guidelines in its LSR/EDI interfaces. Where SWBT chooses to incorporate fields that are defined or used differently than stipulated by OBF, SWBT will identify where variances exist from OBF Guidelines.

This is in accordance with General Section 1.0, paragraph 1.4 of the practices in the OBF Local Service Ordering Guidelines (LSOG), which state that "Options described in this practice may not be applicable to individual provider's tariffs; therefore, use of either the field or valid entries within the field is based on the provider's tariffs/practices."

### Initial Notification to CLECs

Initial Notification in the form of an Accessible Letter will be sent to the CLECs after final closure, as defined by OBF, of the release content. It will communicate, in advance, SWBTs intent to make changes to SWBT's EDI Gateway and/or SWBT LSOR.

### Initial Response by CLECs

The CLECs may provide a written response to SWBT's Initial Notification to ask for clarification or identify issues with SWBT's intended changes via their SWBT Account Manager. See Section on Process Intervals for CLEC interval to provide Response.

**Initial SWBT Reply to CLEC Issues**
SWBT will review all requests for clarification or issues raised and provide a written response to each responding CLEC. See Section on Process Intervals for SWBT interval to provide Reply.

**Final Notification to CLECs**
Following official release of final OBF/TCIF requirements, final SWBT LSR Usage Rules are completed and a date is set by SWBT for the release. SWBT's Final Notification will include detailed SWBT LSOR changes. The "EDI Technical Requirements" will be distributed through the existing TCIF/EDI process. SWBT's planned implementation date and requirement specifications are forwarded to the CLECs via an Accessible Letter.

**Response by CLECs**
The CLECs may again provide a written response to SWBT's Final Notification to ask for clarification and identify issues with SWBT's intended changes or the planned implementation date via their SWBT Account Manager. See Section on Process Intervals for CLEC interval to provide Response.

**SWBT Reply to CLEC Issues**
SWBT will review all requests for clarification or issues raised and provide a written response to each responding CLEC. See Section on Process Intervals for SWBT interval to provide Reply.

**Resolution of Outstanding Issues**
Should differences still exist after SWBTs response to the CLECs reply to the SWBT Final Requirements, another resolution process may take place. At the end of the comment period, SWBT will respond to all of the participating CLECs, via Email or web site and through the Account Managers, notifying them of any concerns that have been received and are still outstanding. At this time the CLECs may designate a time, to be determined, but within 7 days after the date that the written response was provided to the CLECs, to discuss in an open forum (via conference call, to be provided for by the requesting CLEC) any unresolved issues or issues requiring additional clarification. It is the intent of the participating CLECs and SWBT to utilize any such call to establish that the notification/clarification process has fully informed all parties and that all parties are ready to move to the next stage without any open issues. If there are multiple CLEC responses dealing with the same issues, SWBT will make every attempt to ensure that these issues are resolved in the same manner and will discuss solutions with all CLECs.

During this call, participating CLECs and SWBT will have the opportunity to discuss unresolved issues or issues that need additional clarification. If a majority of the parties deem that an issue is still unresolved at the time of this call, all affected parties shall use best efforts to resolve the issues during the call and/or may agree to a method & time frame for resolution.

**FLOW DETAIL FOR CHANGES REQUIRED TO BE MADE BY THE CLEC TO MEET SWBT CONVERSION DATE**

1. As the EDI/LSR Issue requirements are being determined at OBF, they are reviewed to determine SWBT LSR Usage requirements.

2. A preliminary package of the required issue changes is compiled.

3. The Initial Notification of changes will be via an Accessible Letter. The letter will be distributed to the CLECs after final closure, as defined by OBF, where applicable, and will contain the SWBT plans for issue content and a proposed date of implementation.

4. The CLECs may send a written response through their SWBT Account Manager within 14 calendar days of the letter date if issues exist or clarification is requested.

5. The response will specify elements of contention and detail the CLEC's alternative recommendations for implementation where issues exist. These should be handled through the SWBT Account Manager who will forward them to the appropriate organization within SWBT.

6. These responses will be reviewed and considered by SWBT and appropriate action will be taken.

7. A written response will be forwarded to the CLEC through the Account Manager within 14 calendar days after the cutoff date for all CLEC responses (28 calendar days after date of Initial Notification). Any changes that may occur as a result of the responses will be distributed to all CLECs via another Accessible Letter.

8. Once the LSOG Version and/or EDI Release Package is finalized it will be reviewed again by SWBT for any alterations that may be necessary.

9. The Final Notification will be sent to the CLECs via an Accessible Letter following official publication of final OBF/TCIF requirements, where applicable. The letter will contain the requirements for the new release and the planned implementation date.

10. Again, the CLECs may send a written response within 14 calendar days through their Account Manager. The response will specify elements of contention and detail the CLEC's alternative recommendations for implementation where issues exist, including issues with the planned implementation date.

11. A written response will be forwarded to the CLEC through the Account Manager within 14 days after the cutoff date for all CLEC responses (28 calendar days after date of Final Notification). Any changes that may occur as a result of the responses will be distributed to all CLECs via another Accessible Letter. Where issues exist following the response process the parties will refer to and follow procedures outlined in the "Resolution of Outstanding Issues" section of this agreement.

12. EDI Interface testing will be successfully completed by each CLEC prior to its implementation.

13. Testing will be conducted until, to the satisfaction of the CLEC and SWBT, the mutually agree upon SWBT EDI interface testing criteria has been satisfied.

14. A CLEC(s) that does not successfully complete testing within the planned time frame may formally request that all EDI interface users delay implementation to a new specified date. If all parties, including SWBT, unanimously support the requested delay, implementation will be delayed. Otherwise, the CLEC(s) that has not completed testing will utilize alternative ordering method(s) until its EDI testing is successfully concluded. The new release or updates are implemented.

## PROCESS INTERVALS FOR CHANGES REQUIRED TO BE MADE BY THE CLEC TO MEET SWBT CONVERSION DATE

| EVENT 1 | EVENT 2 | TIMELINE |
|---|---|---|
| Notification to CLECs of SWBT EDI/LSR changes | Initial Notification via Accessible Letter | Sent when initial SWBT requirements are set |
| Initial Notification Letter received by the CLECs | CLEC Response of Non-compliance received by SWBT | 14 calendar days from the date of Initial Notification |
| Responses Received by SWBT | SWBT reply to CLEC issues | 14 calendar days after CLEC Response cutoff |
| Notification to CLECs of SWBT EDI/LSOR changes | Final Notification via Accessible Letter | Sent prior to SWBT development beginning |
| Final Notification Letter received by the CLECs | CLEC Response of Non-compliance received by SWBT | 14 calendar days from date of Final Notification |
| Response received by SWBT | SWBT reply to CLEC issues (Changes issue via Accessible Letter) | 14 calendar days after CLEC response |
| External Interface Testing begins | External Testing ends | 3 weeks or as mutually agreed to by the parties |
| Final Requirements Release date | Implementation of EDI/LSR changes | Within contractual commitment or a mutually agreed to date |

## IV. CHANGES WHICH MAY BE MADE AT THE CLECs OPTION ON OR AFTER SWBT's CONVERSION DATE

This process addresses all EDI/LSR changes that would not require CLEC programming changes affecting the EDI Interface. SWBT will work with the CLECs in good faith to implement these changes in the most effective manner possible.

The process includes four type of releases:

Industry - these releases result from OBF/TCIF EDI directed changes. SWBT will establish a Conversion Date for these releases, targeted within 120 calendar days following SWBT's Final Notification period to the CLECs. The Final Notification period will include SWBT's Reply to CLEC Responses, where applicable. In accordance with Section II of this document, when industry guidelines are developed to establish a common OBF/TCIF schedule which coordinates a closed LSOG Version with a completed implementation mapping (i.e. EDI Release), this process will be modified accordingly.

Scheduled - quarterly releases that may be required for enhancements not related to industry issues. Four quarterly release windows will be set annually. The interval of time between the Final Notification and the Conversion Date (within the release window) will be determined by the scope of the release content. CLECs will have the same opportunity to comment with issues per the CLEC Response process.

Mandated - releases to meet specific requirements of federal and state commission directed mandates (flow-through requirements, Texas PUC Implementation Matrix, etc.).

Emergency - unscheduled releases to fix problems with the interface that impede or halt the ordering process.

The industry objective has traditionally been to issue Industry changes to the ordering interface twice a year. Wherever possible, Industry and Scheduled releases will be combined into a release in order to make efficient use of resources. The release should be bounded by a specific implementation date.

**<u>These include , but are not limited to:</u>**
LSR Paper only changes
Adding an optional field.
Changing LSR field usage from required or conditional to optional.
Deleting a field that was not required.

## OVERVIEW

This process is the same as defined for managing Required CLEC Changes except for the following:

- Since these changes are not expected to require changes on the part of the CLECs, only one notification will be made by SWBT.
- The Final Notification will communicate all of the same details identified previously including detailed requirements and the planned implementation date. This notification is designed to avoid unforeseen impact on the CLEC.
- The same CLEC response and SWBT Reply process will also apply. For these types of optional changes, the CLECs should be able to implement changes according to their internal timetables.

**FLOW DETAIL FOR CHANGES WHICH MAY BE MADE AT THE CLECs OPTION ON OR AFTER SWBT's CONVERSION DATE**

1. As the EDI/LSR Issue requirements are being determined at OBF, they are reviewed to determine SWBT LSR Usage requirements.

2. A preliminary package of the required issue changes is compiled.

3. Notification will be sent to the CLECs via an Accessible Letter after final closure, as defined by OBF and where applicable. The letter will contain the requirements for the new release and the planned implementation date.

4. The CLECs may send a written response within 14 calendar days through their Account Manager. The response should specify elements of contention, detail why there is programming impact to the CLEC and if appropriate detail the CLEC's alternative recommendations for implementation, including issues with the planned implementation date.

5. These responses will be reviewed and considered by SWBT and appropriate action will be taken.

6. A written response will be forwarded to the CLEC through the Account Manager within 14 calendar days after the cutoff date for all CLEC responses (28 calendar days after date of Notification). Any changes that may occur as a result of the responses will be distributed to all CLECs via another Accessible Letter. Where issues exist following the response process the parties will refer to and follow procedures outlined in the "Resolution of Outstanding Issues" section of this agreement.

7. The new release or updates are implemented.

## PROCESS INTERVALS FOR CHANGES WHICH MAY BE MADE AT THE CLECs
### OPTION ON OR AFTER SWBT's CONVERSION DATE

| EVENT 1 | EVENT 2 | TIMELINE |
|---|---|---|
| Notification to CLECs of SWBT changes | Notice of changes via Accessible Letter | Sent when initial SWBT requirements are set and prior to SWBT development beginning |
| Notification Letter received by the CLECs | CLEC response received by SWBT | 14 calendar days from date of notification letter |
| Responses received by SWBT | SWBT reply to CLEC issues. (changes would be via Accessible Letter) | 14 calendar days after CLEC response cutoff |
| External Interface Testing begins | External Testing ends | 3 weeks or as mutually agreed to by the parties |

## V. EDI Interface Testing

Testing of a new release will normally be scheduled to begin approximately 60 days after the final SWBT requirements have been received by the CLEC and at least 30 days prior to the implementation date. Testing of the EDI interface by all EDI participants is mandatory.

CLEC(s) that does not successfully complete testing within the planned time frame may formally request that all EDI interface users delay implementation to a new specified date. If all parties, including SWBT, unanimously support the requested delay, implementation will be delayed. The existing production interface will remain in operation for all CLECs until such time as successful testing of the new release is completed. Otherwise, the CLEC(s) that has not completed testing will utilize alternative ordering method(s) until its EDI testing is successfully concluded.

Implementation of the release by all participants will then take place on the initially designated date or unanimously agreed delayed date.

All participants will provide a list of contacts and telephone numbers to be responsible for coordinating the test.

A test plan will be provided as part of the Final Requirements package. The test plan will include:

- Raw test data to be converted to EDI
- Test start and end date timeframes
- Points of contact and roles
- Criteria for test success
- Time frames for any required "fixes" before moving from testing to production.

The scope of testing will be limited to the scope of what is being changed. The test data will include all applicable published EDI transaction enhancements affecting the SWBT Local Service Ordering Requirements (LSOR) designated as a part of that Version/Release, as defined in the SWBT Final Requirements package. Tests associated with change control are designed to test changes, not to revalidate the entire system. Stress/volume testing is only necessary when introducing major new capabilities (such as pre-order functionality).

The testing may include mandated or processing enhancements not directly affected by an EDI release.

The test will be limited to the EDI Interface transactions and will not apply to any internal processing.

Process and timeline may not allow for exclusive testing.

## VI. EMERGENCY SITUATIONS

Emergency releases or emergency conversion date alterations will be handled as special cases.

Emergency releases may include, but are not limited to, major software testing problems, production system failure or interface failure due to system enhancements and are defined as Unscheduled releases.

The notification process interval will be handled on a case by case basis and will depend on the type and extent of the changes. Notification to the CLECs will be sent as soon as possible after the situation is recognized.

The emergency notification may not be in the form of an Accessible Letter if there is a need to expedite the process.

In these situations mutual testing and problem resolution can be conducted through the EDI contacts for all companies involved.

## VII. CHANGES TO THE DOCUMENT

This document is not a contract, but is rather a statement of SWBTs current procedures and is subject to change as needed. Any changes that may be made by SWBT to this document will be distributed to all CLECs via an Accessible Letter.

Should a CLEC have concern with the change(s), the CLEC may elect to discuss its concern with SWBT. If such discussion does not satisfy the CLEC's concern, SWBT will conduct an open forum (via conference call, to be provided for by the requesting CLEC). During this call, participating CLECs and SWBT will have the opportunity to discuss the CLEC's concern with the changes.

If a majority of the parties deem that an issue is unresolved at the time of this call, all parties shall use best efforts to resolve the issues during the call and/or may agree to a method and time frame for resolution.

## Appendix D – FINAL STAFF REPORT

## APPENDIX OSS - RESALE & UNE

## ACCESS TO OPERATIONS SUPPORT SYSTEMS

### 1. General Conditions

1.1 This Appendix sets forth the terms and conditions under which PACIFIC provides access to PACIFIC'S operations support systems (OSS) "functions" to CLEC for pre-ordering, ordering, provisioning, maintenance/repair and billing.

1.2 Resale and Unbundled Network Elements (UNE) functions will be accessible via electronic interface, as described here, where such functions are available. Manual access is available for all pre-ordering, ordering, provisioning, and billing functions via the Local Service Center (LSC). Repair and maintenance functions are available in a manual mode through the Local Operations Center (LOC). In areas where Resale and UNE order functions are not available via an electronic interface for the pre-order, ordering and provisioning processes, PACIFIC and CLEC will use manual processes. Should PACIFIC develop electronic interfaces for these functions for itself, PACIFIC will offer electronic access to CLEC.

1.3 CLEC agrees to utilize PACIFIC electronic interfaces, as described herein, only for the purposes of establishing and maintaining Resale services or UNEs through PACIFIC. CLEC agrees that the ordering interface will only support those Resale and UNE services for which industry standard ordering conventions have been adopted by the OBF, and implemented by PACIFIC. In addition, CLEC agrees that such use will comply with the summary of SBC's Operating Practice 113, as attached to the User ID request form. [*If ADR in InterConnection Agreement (ICA): The Alternative Dispute Resolution (ADR) process set forth in the ICA shall apply to any issues which arise under this Appendix, including any alleged non-compliance with these security guidelines. If no ICA with ADR provision: Failure to comply with such security guidelines may result in forfeiture of electronic access to OSS functionality.*]

1.4 CLEC's access to pre-order functions described in 2.2.2 and 2.3.2 will only be used to view Customer Proprietary Network Information (CPNI) of another carrier's end-user where CLEC has obtained an authorization for release of CPNI from the end user and has obtained an authorization to become the end user's local service provider. CPNI, includes customer name, billing and residence address, billing telephone number(s), current participation in Voluntary Federal Customer Financial Assistance Program, Telephone Relay, and other similar services, and identification of PACIFIC features and services subscribed to by customer. The following additional terms shall apply to CLECs access:

1.4.1 For business customers, prior to accessing such information, CLEC shall provide PB/NB with a written or electronic statement indicating that it has obtained the customer's approval (verbal or written) to receive such information. Where accessing such information via an electronic interface, CLEC shall have obtained an authorization to become the end user's local service provider. CLEC shall receive and retain such information in conformance with the requirements of 47 USC 222 (and implementing FCC decisions thereunder).

1.4.2 For residence customers, prior to accessing such information, CLEC shall, on its own behalf and on behalf of PACIFIC, comply with all applicable requirements of Section 2891 of the California Public Utilities Code and 47 USC 222 (and implementing FCC decisions thereunder), and, where accessing such information via an electronic interface, CLEC shall have obtained an authorization to become the end user's local service provider. Accessing such information by CLEC shall constitute certification that CLEC is in compliance with applicable requirements of Section 2891 and Section 222 (and implementing FCC decisions thereunder) and has complied with the prior sentence. CLEC shall receive and retain such information in conformance with the requirements of 47 USC 222 (and implementing FCC decisions thereunder). CLEC agrees to indemnify, defend and hold harmless PACIFIC against any claim made by a residence customer or governmental entity against PACIFIC or CLEC under Section 2891 or Section 222 (and implementing FCC decisions thereunder) or for any breach by CLEC of this section.

1.4.3 CLEC's obligation to obtain authority prior to accessing CPNI electronically, as set forth in the preceding provisions, is subject to modification in accordance with any governing regulatory decisions expressly addressing this subject matter.

1.5 By utilizing the electronic interfaces described herein to access OSS functions, where CLEC has direct ordering capability, CLEC agrees not to knowingly alter any applicable Resale rates and charges where they are subject to the terms of this Agreement and applicable PACIFIC tariffs or PACIFIC UNE rates and charges per the terms of this Agreement. CLEC agrees to use reasonable business efforts to submit orders that are correct and complete. PACIFIC will use reasonable business efforts to reject for processing CLEC orders which are not correct and complete. The Parties agree to conduct internal and independent reviews for accuracy.

1.6 The Information Services (I.S.) Call Center provides a technical support function for the OSS interfaces described in this Appendix. CLEC will also provide a single point of contact for technical issues related to the electronic interfaces.

1.7 PACIFIC and CLEC will establish interface contingency plans and disaster recovery plans for the pre-ordering, ordering and provisioning of Resale and UNE.

1.8 The Parties will follow the final adopted guidelines of Change Management as established in the OSS OII proceedings, as may be modified from time to time in accordance with the Change Management principles.

1.9 If CLEC elects to utilize electronic interfaces based upon industry guidelines for Resale or UNE, PACIFIC and CLEC agree to participate in or abide by resolutions of the Order and Billing Forum (OBF) and the Telecommunications Industry Forum (TCIF) to establish and conform to uniform industry guidelines for electronic interfaces for pre-order, ordering, and provisioning. Neither Party waives its rights as participants in such forums or in the implementation of the guidelines. To achieve system functionality as quickly as possible, the Parties acknowledge that PACIFIC may deploy these interfaces with requirements developed in advance of industry guidelines. Thus, subsequent modifications may be necessary to comply with emerging guidelines, consistent with Section 1.9 of this Appendix. CLEC and PACIFIC are individually responsible for evaluating the risk of developing their respective systems in advance of guidelines and agree to support their own system modifications to comply with new requirements. In addition, PACIFIC has the right to define LSR Usage requirements according to the General Section 1.0, paragraph 1.4 of the practices in the OBF Local Service Ordering Guidelines (LSOG), which states: "Options described in this practice may not be applicable to individual providers tariffs; therefore, use of either the field or valid entries within the field is based on the providers tariffs/practices."

## 2. Pre-Order

2.1 PACIFIC will provide real time access to pre-order functions to support CLEC ordering of Resale services and UNE via the electronic interfaces described herein. The Parties acknowledge that ordering requirements necessitate the use of current, real time pre-order information to accurately build service orders. The following lists represent pre-order functions that are available to CLEC:

2.2 Pre-ordering functions for Resale include:

2.2.1 features and services available at a valid service address (as applicable);

2.2.2 access to customer proprietary network information (CPNI) for PACIFIC retail or resold services for pre-ordering will include: billing name, service address, billing address, service and feature subscription, directory listing information, long distance carrier identity, and pending service order activity. CLEC agrees to comply with the conditions as described in Section 1.4 of this Agreement;

2.2.3 a telephone number (if the end user does not have one assigned) with the end user on-line;

2.2.4 service availability dates to the end user;

2.2.5 information regarding whether dispatch is required;

2.2.6 Primary Interexchange Carrier (PIC) options for intraLATA toll (when available) and interLATA toll;

2.2.7 service address verification.

2.3 Pre-ordering functions for UNE include:

2.3.I features and services available at a valid service address (as applicable);

2.3.2 access to customer proprietary network information (CPNI) for PACIFIC retail or resold services for pre-ordering will include: billing name, service address, billing address, service and feature subscription, directory listing information, long distance carrier identity, and pending service order activity. CLEC agrees to comply with the conditions as described in Section 1.4 of this Agreement;

2.3.3 a telephone number (if the end user does not have one assigned) with the end user on-line;

2.3.4 service availability dates to the end user;

2.3.5 information regarding whether dispatch is required;

2.3.6 Primary Interexchange Carrier (PIC) options for intraLATA toll (when available) and interLATA toll;

2.3.7 service address verification.

2.4. Electronic Access to Pre-Order Functions: PACIFIC will provide CLEC access to the following system:

2.4.1 Resale Services Pre-order System Availability:

2.4.1.1 Service Order Retrieval and Distribution (SORD) is available for the pre-order function of viewing the CPNI, when SORD is used to order PACIFIC resale service.

2.4.1.2 StarWriter is available for the pre-ordering functions listed in section 2.2 when StarWriter is used to order PACIFIC single line, basic exchange, residential resale services.

2.4.2 Resale and UNE Pre-order System Availability:

2.4.2.1 DataGate is a transaction-based data query system through which PACIFIC provides CLEC access to pre-ordering functions. This gateway is a Transmission Control Protocol/Internet Protocol (TCP/IP) gateway and allows CLEC to access the pre-order functions for Resale services and UNE by CLEC developing its own end-user interface. PACIFIC and CLEC agree to cooperate in developing and implementing an electronic communication interface that will be consistent with industry guidelines developed by the OBF and the TCIF, assuming they are different from that which PACIFIC is providing.

2.4.2.2 VeriGate is an end-user interface developed by PACIFIC that provides access to the pre-ordering functions for Resale Services and UNE. VeriGate may be used in connection with electronic or manual ordering. VeriGate is accessible via Toolbar.

2.4.2.3 CLEO is a PACIFIC system which is available to provide the CLEC with pre-order functions for Resale Service and UNE, with the exception of viewing CPNI. CLEO will be replaced by VeriGate.

2.5 Other Pre-order Function Availability:

2.5.1 Where pre-ordering functions are not available electronically CLEC will manually request this information from PACIFIC'S LSC for inclusion on the service order request.

## 3. Ordering/Provisioning

3.1 PACIFIC will provide access to ordering functions to support CLEC provisioning of Resale services and UNEs via the OSS interface described below. To order Resale services and UNEs, CLEC will format the service request to identify what features, services, or elements it wishes PACIFIC to provision in accordance with PACIFIC LSOR and other ordering requirements which have been reviewed and discussed by both parties. PACIFIC will provide CLEC access to the following interface:

3.2 Resale Services Order Request System Availability:

3.2.1 Pacific Bell Service Manager (PBSM) is available for ordering Centrex and ISDN Resale Services.

3.2.2 Service Order Retrieval and Distribution (SORD) system supports the ordering of all Resale Services.

3.2.3 StarWriter supports the order generation of single line, basic exchange, residential resale services.

3.3 Resale and UNE Service Order Request Ordering System Availability:

3.3.1 PACIFIC makes available to CLEC an Electronic Data Interchange (EDI) interface for transmission of PACIFIC ordering requirements via formats provided on the Local Service Request (LSR) as defined by the Ordering and Billing Forum (OBF) and via EDI mapping as defined by TCIF. In ordering and provisioning Resale, CLEC and PACIFIC will utilize industry guidelines developed by OBF and TCIF EDI to transmit data based upon PACIFIC'S Resale ordering requirements. In ordering and provisioning UNE CLEC and PACIFIC will utilize industry guidelines developed by OBF and TCIF EDI to transmit data based upon PACIFIC'S UNE ordering requirements. In addition, Number Portability will be ordered consistent with the OBF LSR and EDI process. EDI ordering functionality will be made available as negotiated in time frames mutually acceptable to PACIFIC and CLEC.

3.3.2 CESAR supports the ordering of unbundled dedicated transport and local interconnection trunks. In ordering and provisioning unbundled dedicated transport and local interconnection trunks, CLEC and PACIFIC will utilize industry guidelines developed by OBF based upon PACIFIC ordering requirements.

3.3.3 LSR Exchange (LEX) is a graphical user interface provided by PACIFIC that provides access to the ordering functions for Resale Services and UNE.

3.4 Provisioning for Resale services and UNE:

3.4.1 PACIFIC will provision Resale Services and UNE as detailed in CLEC order requests. Access to status on such orders is provided via the following electronic interfaces:

3.4.1.1 Pacific Bell Order Dispatch (PBOD) functions via DataGate allows CLEC to check status of basic exchange service orders that require field work.

3.4.1.2 In cases of EDI ordering, PACIFIC provides CLEC with an EDI interface for transferring and receiving orders, Firm Order Confirmation (FOC), service completion, and, as available, other provisioning data and information. PACIFIC will provide CLEC with a FOC for each Resale and UNE service request. The FOC will include: purchase order number, telephone number, Local Service Request number, due date, Service Order number, and completion date. Upon work completion, PACIFIC will provide CLEC with an 855 EDI transaction-based Order Completion that states when that

order was completed. CLEC may submit supplement requests via the 860 EDI transaction, and, where available, PACIFIC will provide CLEC an 865 EDI transaction-based Completion notice.

**4. Maintenance/Repair**

4.1 Two real time electronic interfaces are accessible to place and check the status of trouble reports for both Resale and UNE. CLEC may access these functions via the following methods:

4.1.1 Pacific Bell Service Manager (PBSM) allows CLECs to perform MLT, issue trouble tickets, view status, and view trouble history on-line.

4.1.2 Electronic Bonding Interface (EBI) is an interface that is available for trouble report submission and status updates. This EBI conforms to ANSI guidelines T1:227:1995 and T1.228:1995, Electronic Communications Implementation Committee (ECIC) Trouble Report Format Definition (TFRD) Number 1 as defined in ECIC document ECIC/TRA/95-003, and all guidelines referenced within those documents, as mutually agreed upon by CLEC and PACIFIC. Functions currently implemented will include Enter Trouble, Request Trouble Report Status, Add Trouble Information, Modify Trouble Report Attributes, Trouble Report Attribute Value Change Notification, and Cancel Trouble Report, as explained in 6 and 9 of ANSI T1.228:1995. CLEC and PACIFIC will exchange requests over a mutually agreeable X.25-based network.

**5. Billing**

5.1 PACIFIC shall bill CLEC for resold services and UNE. PACIFIC shall send associated billing information to CLEC as necessary to allow CLEC to perform billing functions. At minimum PACIFIC will provide CLEC billing information in a paper format or via magnetic tape, as agreed to between CLEC and PACIFIC.

5.1.1 For Resale Services, CLEC may elect to receive Custom Billing Disk/ CD Bill. Custom Billing Disk/ CD Bill provides an electronic bill with the same information as a paper bill along with various reporting options. (Charges will be provided to interested carriers via their Account Manager.)

5.2 Electronic access to billing information for Resale Services will also be available via the following interfaces:

5.2.1 CLEC may receive a mechanized bill format via the EDI 811 transaction set.

5.2.2 PACIFIC shall provide CLECs a Usage Extract Feed electronically, on a daily basis, with information on the usage billed to its accounts for resale services in the industry standardized Exchange Message Record (EMR) format.

5.2.3 CLEC may receive Local Disconnect Report records (via CARE records) electronically that indicate when CLEC's customers change their Competitive Local Exchange Carrier.

5.3 Electronic access to billing information for UNE will also be available the following interfaces:

5.3.1 PACIFIC makes available to CLECs a local Bill Data Tape to receive data in an electronic format from its CABS database, the same information that would appear on its paper bill.

5.3.2 PACIFIC shall provide CLECs a Usage Extract Feed electronically, on a daily basis, with information on the usage billed to its accounts for UNE in the industry standardized Exchange Message Record (EMR) format.

5.3.3 CLEC may receive Local Disconnect Report records (via CARE records) electronically that indicate when CLEC's customers, utilizing PACIFIC ports, change their Competitive Local Exchange Carrier.

**6. Remote Access Facility**

6.1 CLEC must access the PACIFIC OSS interfaces, described herein, via the Pacific Remote Access Facility (PRAF). Connection to the PRAF will be established via a "port" either through dial-up or direct connection. CLEC may utilize a single port to access these interfaces to perform the supported functions in PACIFIC where CLEC has executed this Appendix and purchases System Access.

**7. Operational Readiness Test (ORT) for Ordering/Provisioning**

7.1 Prior to initial live access to interface functionality, the Parties shall conduct Operational Readiness Testing (ORT) which will allow for the testing of the systems, interfaces, and processes for the OSS functions.

7.2 Prior to live system usage, CLEC must complete user education classes for PACIFIC-provided interfaces that affect the PACIFIC network. Classes are train-the-trainer format to enable CLEC to devise its own course work for its own employees. Charges will apply for each class. Classes will be available for and required for PBSM, CESAR, LEX, StarWriter and SORD. Optional classes will be available for VeriGate and CLEO. Schedules will be made available upon request and are subject to change. The length of classes varies; the following table presents the applicable rates. Ongoing class schedules may be requested from CLEC's account manager.

| Training Rates | 5 day class | 4.5 day class | 4 day class | 3.5 day class | 3 day class | 2.5 day class | 2 day class | 1.5 day class | 1 day class | 1/2 day class |
|---|---|---|---|---|---|---|---|---|---|---|

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| 1 to 5 students | $4,050 | $3,650 | $3,240 | $2,835 | $2,430 | $2,025 | $1,620 | $1,215 | $810 | $405 |
| 6 students | $4,860 | $4,380 | $3,890 | $3,402 | $2,915 | $2,430 | $1,945 | $1,455 | $970 | $490 |
| 7 students | $5,670 | $5,100 | $4,535 | $3,969 | $3,400 | $2,835 | $2,270 | $1,705 | $1,135 | $570 |
| 8 students | $6,480 | $5,830 | $5,185 | $4,536 | $3,890 | $3,240 | $2,590 | $1,950 | $1,300 | $650 |
| 9 students | $7,290 | $6,570 | $5,830 | $5,103 | $4,375 | $3,645 | $2,915 | $2,190 | $1,460 | $730 |
| 10 students | $8,100 | $7,300 | $6,480 | $5,670 | $4,860 | $4,050 | $3,240 | $2,430 | $1,620 | $810 |
| 11 students | $8,910 | $8,030 | $7,130 | $6,237 | $5,345 | $4,455 | $3,565 | $2,670 | $1,780 | $890 |
| 12 students | $9,720 | $8,760 | $7,780 | $6,804 | $5,830 | $4,860 | $3,890 | $2,920 | $1,945 | $970 |

7.3 A separate agreement will be required as a commitment to pay for a specific number of CLEC students in each class. CLEC agrees that charges will be billed by PACIFIC and CLEC payment is due 30 days later. CLEC agrees that personnel from other competitive Local Service Providers may be scheduled into any class to fill any seats for which CLEC has not contracted. Class availability is first-come, first served with priority given to CLECs who have not yet attended the specific class.

7.4 Class dates will based upon CLEC requests and PACIFIC availability.

7.5 CLEC agrees to pay a cancellation fee of the full price noted in the separate agreement if CLEC cancels scheduled classes less than two weeks prior to the scheduled start date. Should PACIFIC cancel a class for which CLEC is registered less than two weeks prior to the schedule start date of that class, Pacific will waive the charges for the reschedule class for the registered students. CLEC agrees to provide to PACIFIC completed registration forms for each student no later than one week prior to the scheduled training class.

7.6 CLEC agrees that CLEC personnel attending classes are to utilize only training databases and training presented to them in class. Attempts to access any other PACIFIC or SBC system are strictly prohibited.

7.7 CLEC further agrees that training material, manuals and instructor guides are Confidential Information as that term is defined in the Interconnection Agreement [*If no ICA: negotiate specific language*] and can be duplicated only for use internally for the purpose of training employees to utilize capabilities of PACIFIC's OSSs in accordance with this Appendix.

**8. Rates**

8.1 CLEC will pay PACIFIC the OSS rate(s) set forth in California Public Utilities Commission's first rulemaking in the Open Access and Network Architecture Development (OANAD) proceeding or as otherwise determined by the California Public Utilities Commission. Should an OSS rate(s) not be established in OANAD by September 30, 1998, CLEC will either 1) pay Pacific the OSS rate(s) Pacific proposes in OANAD under protest or 2) terminate its access to that OSS function . Should CLEC

elect option 1, the rates paid will be subject to true-up should the final outcome of OANAD establish a higher or lower rate. This rate waiver is solely for OSS functions and not applicable to any other product, unless expressly documented in this Agreement. Neither party waives its rights pursuant to OSS or any other product in the OANAD proceeding, nor rights in any other product cost proceeding. In the case of rates for interfaces not covered by the OANAD proceeding, PACIFIC will charge proposed rates filed with the California Public Utilities Commission in the interim, subject to true-up.

**9. Effective Date**

7.1 This Appendix will be effective 30 days after filing with the California Public Utilities Commission unless suspended or otherwise rejected by the Commission.